



S/N 10/015,250

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: John Ruckart Examiner: James Kramer
Serial No.: 10/015,250 Group Art Unit: 3627
Filed: December 12, 2001 Docket No.: 60027.0317US01/BS01253
Title: Methods and Systems for Communicating with Customers

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on August 30, 2004.

By: _____

Leonard J. Hope
Reg. No. 44,774

REQUEST FOR CONTINUED EXAMINATION UNDER 37 C.F.R. §1.114

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Under 37 C.F.R. §1.114, it is respectfully requested that this application be accorded the benefits of Continued Examination.

Please charge Deposit Account No. 13-2725 in the amount of \$770.00 to cover the required fee for a large entity.

Respectfully submitted,

MERCHANT & GOULD P.C.
P.O. Box 2903
Minneapolis, MN 55402-0903
612/332-5300

Date: August 30, 2004

Leonard J. Hope
Reg. No. 44,774

RECEIVED
SEP 9 2004
GROUP 3600

39262

PATENT TRADEMARK OFFICE

09/07/2004 JBALINAN 00000068 132725 10015250
01 FC:1801 770.00 DA